

## Returns Procedure

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Please use the following guide to ensure returns are processed accurately and efficiently:

- Always use the Syntiga – Returns Form – this can be downloaded from our website [www.syntiga.com](http://www.syntiga.com) or please contact your Account Manager who can arrange one for you.
- Complete all sections relating to your customer account, including contact names & telephone numbers.
- Ensure that all sections are fully complete, this includes: Product Description, Product Code, Invoice Number, Quantity, Cost, and Reason for Return, PLEASE NOTE: Faulty stock will be replaced and a credit will only be offered should the item or a similar product not be in stock.
- Email or Fax your completed Returns Form to your Account manager who will arrange for a RA (Returns Authorisation) number to be emailed to you, this number needs to be quoted on your completed Returns Form and must be quoted with any enquiries relating to this return.
- Enclose a copy of the completed Returns Form when returning goods and ensure that this number is also quoted on the outside of any boxes. Any returns received without the above will not be processed.
- Returns are sent back to Syntiga at the customers expense, on receipt of your returns, products will be checked, any products that are not faulty or have not been sold by Slick Distributions will be returned back to the customer with their next order.
- Once processed, replacements will be arranged and sent back to the customer.  
Should you have any queries relating to the Returns Procedure please contact your Account Manager at:

### RETURNS DEPARTMENT CONTACT DETAILS:

**Syntiga**

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